

Campus Services

Spring Semester Highlights

FY 2009-10

June 1, 2010

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- **Rosalind R. Meyers**, vice president, Campus Services, and **Rich Steele**, acting executive director, Auxiliary Services, created a case study for and hosted the National Association of College Auxiliary Services (NACAS) Advanced Institute for Managers for 47 university Auxiliary Services directors from across the country.
- Auxiliary Services held its third annual **Auxiliary Services Loves Students Week** with more than 33,000 student participants enjoying multiple Auxiliary Services' events and programs.
- Auxiliary Services awarded 21 student and campus groups funding through its **BuzzFunds**.
- The **Student Center Programs Council** held 70 events with approximately 12,000 people in attendance.
- The **Office of Human Resources** introduced and finalized employee enhancement programs: Diversity Roundtable, Long-Term Care Insurance, Online Performance Management System and New Employee Orientation Program upgrade.

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- **Stamps Health Services** upgraded its Immunization Record System, processing more 1,138 records in one week.
- **GT Catering** upgraded its services, added student menus and received an award from the Executive Round Table.
- **Parking & Transportation** piloted solar-powered transit signs and started a new transit contract with Groome Transportation.
- **Barnes & Noble @ Georgia Tech** returned \$323,000 in cash to students for textbooks in its Spring BuyBack.

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- The **Student Center Theater** received a facelift with new paint, carpet, theater seating, ceiling tiles and lighting.
- **Housing's** spring occupancy finalized at 96.0 percent.

In the News . . .

- **Rosalind R. Meyers** was promoted to Vice President of Campus Services at Georgia Tech, effective Feb. 1.
- *College Services*, National Association of College Auxiliary Services magazine, spring issue, "New Direction for ID Card, Georgia Tech's BuzzCard eMarketplace," cover story and cover photo, photographed and written by **Melissa Moore**, director of communications, and **James A. Pete**, director, Auxiliary Technical Services.
- *The Parking Professional*, International Parking Institute magazine, May issue, "Automation Organizes Georgia Tech's Safe Ride Service."
- *The Atlanta Journal Peach Buzz*, March 24, "Lucille O'Neal book signing with Special Guest Shaquille O'Neal (Barnes & Noble @ Georgia Tech)."
- *Best Practice: Succession Planning*, **Rosalind R. Meyers**, Association of College Unions International (ACUI) Pre-conference presentation, Feb. 28.
- *Leading & Managing Professional Services Organizations*, **Rosalind R. Meyers**, College of Architecture class presentation, March.
- *Applying the Wisdom of Others*, **Rich Steele**, acting executive director for Auxiliary Services, NACAS South Annual Conference, April 19.
- 11 Alive, WXIA-TV Atlanta & **Stamps Health Services** partnered for the *Great Hang Up* with television coverage, March.
- **Vern Johnson**, district manager, GT Dining, celebrated his 40th anniversary with Sodexo, Inc.
- **Melissa Moore** was elected president-elect of NACAS South at its annual conference, April 20.



Sally Hammock, associate director, Student Center Programs, received the Butts-Whiting Award, the highest honor given by the Association of College Unions International (ACUI) at the ACUI Annual Conference, March 2. Sally also retired from Georgia Tech, April 30, after 36 years of service, with an Academy Awards-type reception given by the Student Center in her honor at the Academy of Medicine.

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Programs

NACAS ADVANCED INSTITUTE

Georgia Tech Campus Services shared its knowledge and expertise with 47 university Auxiliary Services directors and associate directors from across the country at the National Association of College Auxiliary Services (NACAS) Advanced Institute for Managers, Sunday-Wednesday, Jan. 24-27.

Rosalind R. Meyers, vice president, Campus Services, and **Rich Steele**, acting executive director, Auxiliary Services, created a case study and hosted the four-day event at the Hotel Palomar.

Georgia Tech's Academy of Medicine was the focus for the case study, including transferring ownership, making it into a viable organization and producing appropriate financial budgets and documents.

The participants also heard from four other NACAS Advanced Institute for Managers faculty on topics including, "Auxiliaries in Campus Culture & Politics" and "Creating a Leadership Vision: Within Yourself and Within Your Team."

AUXILIARY SERVICES LOVES STUDENTS

Auxiliary Services held its third annual Auxiliary Services Loves Students Week, Feb. 8-14; all Auxiliary Services departments held fun, educational events for students.

Students visited and participated in multiple Auxiliary Services' department events as tallies recorded more than 33,000 students. No purchases were necessary for giveaways and drawings:

- Auxiliary Services T-shirts, flash drives and Executive Journals given at "Know that Auxiliary Services Department" game, Student Center, Feb. 10
- Georgia Tech Night at the Aquarium tickets from Auxiliary Services Communications to Chris Massett
- An iPod Docking Station from the Student Center to Katie Baronowski
- \$25 GT Dining Gift Cards to Ronnie Croy, Elizabeth Baker and David Byas-Smith
- \$10 World of Wings (WOW) meals from GT Dining to Yejin Jang and Jinsoo Park
- BuzzCard Gift Card Deposits from Old Fashion Food



IMPACT SCHOLARSHIPS. Auxiliary Services awarded nine IMPACT scholarships at its annual IMPACT Dinner, April 26. Students prepared essays, received letters of support from faculty, staff and peers and submitted applications, all online. The 2010 recipients successfully described "making a positive impact on the Georgia Tech" community written and verbally during interviews. Pictured above (l-r) are Julie Elion, marketing and scholarship coordinator, Student Center; Rosalind R. Meyers, vice president, Campus Services; Impact Scholarship recipients Nicholas A. Brown (4th year, Industrial and Systems Engineering), Matthew LeBrun (3rd year, Management), Lauren C. Spikes (2nd year, Civil Engineering; Pre-Law Minor), Elliot Mork (4th year, Aerospace Engineering), Heather Aqilino (4th year, International Affairs and Spanish; Management), Laura Kitashima (5th year, Electrical Engineering MS/BS), Candace Mitchell (4th year, Computer Science), and Rich Steele, acting executive director, Auxiliary Services. Not pictured are Alison Krantz (2nd year, Chemical Engineering) and Charner Rodgers (doctoral candidate, architecture).

vending to Hannah Berkahn (\$50), Richard Sanchez (\$25) and Sean McGee (\$15)

- Barnes & Noble Gift Cards to Heather Chang (\$25), Larkin Epstein (\$25), Abirthiab Taha (\$25), Cayla Richell Jolly (\$25), Douglas Zeltmann (\$10) and Georgiana Moody (\$10).

- BuzzCard Gift Card Deposits to James Hawkes (\$75), Katherine Park (\$50) and Sarah Gitt (\$25)

- Tech Rec free bowling game for eight and tray of wings from World of Wings to Hector Alejandro

- Stamps Health Services Bright Smile Package to Dean Liao; Teeth Whitening Package to Allison Roberts and a rotary toothbrush to Katie Baronowski

- iPod Nano from the Academy of Medicine Open House to Lawrence Wong

- Half Spring 2010 Rent Housing Rebate to Byron Lee

Programs

BuzzFunds

Auxiliary Services BuzzFunds awarded 21 student and campus groups funding during spring semester:

- African American Student Union Leadership Conference and Sunday Night Speaker
- AIESEC Global Village
- Caribbean Students Association
- Filipino Student Association - Culture Shock
- Flicks on 5th
- Georgia Tech Global Leadership Conference
- Georgia Tech Night at the Aquarium
- GT Campaign for Everybody
- High School Math Competition
- I <3 GT Week
- IMPACT Scholarship
- Leader to Leader Dinner
- Movement toward Safer Sex "Wrap the Mic"
- Recycling for Greek and Interfaith Areas
- Sophomore Summit 2010
- Sting Break
- Student Leader Retreat (Student Organizations)
- Team Buzz
- Tech Beautification Day
- Up with the White and Gold
- Women's Awareness Month

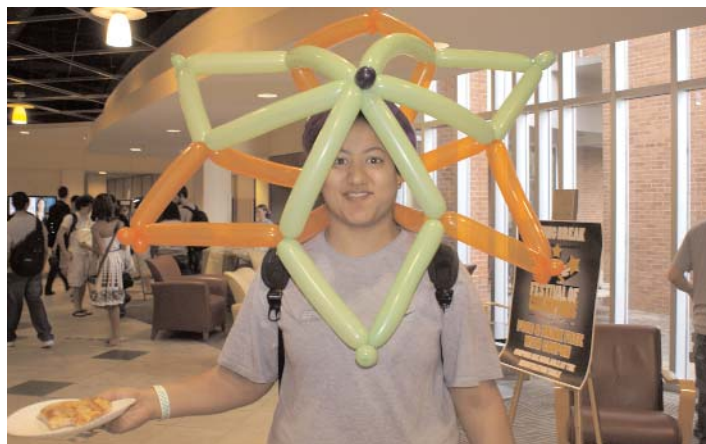
STUDENT CENTER PROGRAMS

The Student Center Programs Council held **70 events** with approximately **12,000 people in attendance**. High attendance events included:

	<u>Attendance</u>
- GT Night at the Aquarium, Feb. 12	2,303
- Sting Break Festival, April 9 (rainy day)	1,584
- Midnight Breakfast, May 4 (capacity)	1,173

The **Craft Center** and **Tech Rec** scored high attendance numbers:

	<u>Attendance</u>
- Craft Center	4,140
- Bowling	5,114
- Billiards	4,108
- Network Gaming	6,538
- Recreation Room	886
- Table Tennis	1,598
- Tech Rec Rentals (10)	425
Total	27,568



STING BREAK. Due to threatening stormy weather, the Student Center Programs Council and other Sting Break organizers moved the festival inside the Student Center and the Student Center Commons. Students had fun and released stress while eating pizza, getting balloon hats and playing a variety of games, including inflatables, all inside.

OFFICE OF HUMAN RESOURCES

The Office of Human Resources introduced and finalized four employee enhancement programs.

- **Diversity Roundtable** - On April 14, the Offices of the President, Academic Diversity and Human Resources hosted an inaugural diversity roundtable luncheon focusing on mentoring for Tech staff. Two specific audiences were targeted: senior staff and mid-level staffers specifically invited by a senior staff sponsor. Discussions into cultural diversity with these two groups can have a campus-wide effect through information sharing. After the Roundtable, Academic Diversity and HR will partner to establish a Georgia Tech mentoring group on the LinkedIn website as an interactive way to virtually mentor throughout the coming year and keep up with the professional relationships established at the event.

- **Long-Term Care Insurance** - HR added a long-term care insurance benefit, allowing employees to purchase insurance that is generally not covered by other health insurance, Medicare or Medicaid.

- **Online Performance Management System** - HR added an online method for managers and employees to track goal progress throughout the year, giving both a technique for annual review.

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Services

OFFICE OF HUMAN RESOURCES *continued from page 3*

- **New Employee Orientation Program** upgrade - HR improved its New Employee Orientation Program, recognizing a 92.8 percent rating on the New Employee Orientation Evaluation in the “Very Satisfied” (57.1%) and “Satisfied” (35.7%) categories.

Revisions resulted in the inclusion of information and/or presentations by several campus units showing the new hires what is available to them on campus, such as Campus Recreation Center and season tickets to athletics. Georgia Tech Police Department, IT Security and Ombudsmen were added to be proactive so new hires are not surprised by what is expected from them.

STAMPS HEALTH SERVICES

- **Immunization Record Process** - This customer-friendly method of verifying students may register for their classes without encountering a “hold” due to lack of immunization records has been upgraded in its second year, increasing efficiency and effectiveness. The upgrades included: internal coding of all immunization forms, updating the electronic FAX services (eFax) and developing a SharePoint document management library.

- **Safe Spring Break Campaign** - Each year Stamps Health Services and Health Promotion provide students information to enjoy a safe Spring Break, giving tips and products on items like sun safety and sexual health.

This year’s program included the “Great Hang Up” pledge, a three-day pledge signing held in the Student Center Commons and hosted by Stamps Health Services’ physicians, students with the American Medical Student Association (AMSA) and Georgia Tech Police officers. A total of 613 Georgia Tech community members (79% students, 17% staff, 2% faculty and 2% other) agreed not to text, email or talk on the phone while driving as well as not to drive while eating, drinking and drowsy. WXIA-TV, 11 Alive, covered the event.

- **ING Marathon Hydration Station** - Go T.E.C.H. held its annual ING Marathon Hydration Station, Sunday, March 21 (during Georgia Tech’s Spring Break). For the second consecutive year, the Georgia Tech Hydration Station won “Best Hydration Station.” More than 18,000 ING runners voted on the best hydration station, selecting the Georgia Tech station which had 60-plus volunteers and competed with 18 other stations. Volunteers provided water, Gatorade, and encourage-

ment for the runners. Go T.E.C.H. (Teams Encouraging Campus Health) is an initiative that involves the entire Georgia Tech community in increasing awareness of health and wellness activities on campus and is co-chaired by **CRC** and **Health Promotion**.

GT DINING

- **Pi Mile Partnership with Alumni Association** - GT Dining partnered with the Alumni Association, donating all food for the Pi Mile post-race party.

- **Dining Hall Special Events** - During finals, Woodruff and Brittain Dining Halls hosted Cram Jam events, including raffles for three bicycles and three iPods. Brittain Dining Hall held its second annual talent show, *Brittain’s Got Talent*, March 15.

- **Burger Survey** - With plans to upgrade the Food Court and remove Burger King, GT Dining held an online student burger survey, receiving a 25% response rate (4500). GT Dining will adjust its Jackets featuring WOW menu to include the burgers students want.

- **GT Catering Upgrades, Student Menus, Awards** - GT Catering added a Student Catering Menu for all Student Government Association recognized student organizations, providing breakfast, lunch and dinner items for lower rates (\$5, \$6, \$7 per person). GT Catering held focus groups, surveys, training, equipment evaluation and off-campus visits to update its policies, procedures and general operating standards.



GT CATERING. At its March dinner meeting, the Executive Round Table (ERT) presented GT Catering an ERT award, recognizing GT Catering’s excellent service to ERT throughout the year. The Executive Round Table is a student organization of an intellectual forum where students, faculty, and industry executives get together to pose solutions to issues facing our community.

Services

AUXILIARY TECHNICAL SERVICES (ATS)

- Auxiliary Services Information Technology

Reorganization - This reorganization assembled Auxiliary Services Information Technology into one area, utilizing expertise and resources. There are now two primary service teams, Support Services, led by **Miles Edson**, and Business Technology, led by **Noel Moreno**. Each business unit has a Business Analyst III and a Database Report Writing Analyst. The Residential Network (ResNet) transferred from Housing into this reporting structure and the Information Security Section and IT Help Desk were created. **John White** is the Information Security Engineer Senior and **Roland Parungao** is the IT Help Desk Manager.

- **Electronic Door Access** - The BuzzCard Center, in partnership with the Housing Department and Manhattan Construction, began fitting-out the exterior doors of the Area 1 residence halls with electronic access. To date, Howell, Harrison, Cloudman, Harris, and Towers Residence Halls are complete. Work continues in Smith, Brown, and Glenn Residence Halls. Upon completion, 64 doors will have electronic access.

- **Clough Undergraduate Learning Center Meeting Room Schedule and Access** - ATS-Business Technology worked with Capital Planning and Space Management, the Dean Evans & Associates Event Management System (EMS)-Campus Edition and the Blackboard Transaction System-UNIX Edition to create a system for student access to meeting rooms in the Clough Undergraduate Learning Center (CULC). The solution will enable students to reserve one of the 41 rooms in the CULC via the EMS web application on evening or weekends for small group meetings. Only the BuzzCard of the student who reserved the space and a specified alternate will work to open the door.

PARKING AND TRANSPORTATION

- **New Transportation Contract** - Groome Transportation started a new transportation contract, Jan. 1, complete with a new transportation fleet, including 13 new Stinger buses, eight new Tech Trolleys and one new shuttle for the Georgia Tech/Emory route.

- **Campus Snow** - With one of the worst snowstorms in recent memory, enforcement had 100 percent of staff report to work in an effort to prepare the campus for normal business.

- **Online Stingerette Request System** - An automated dispatch system for the nighttime Stingerette began.

The initial phase gives students the option of requesting a Stingerette trip using an online website (www.stingerette.com), using a phone with an interactive voice response, or by directly talking with a dispatcher.

- **Online Parking Vouchers** - Departments and individuals needing guest parking vouchers may now order the vouchers online.

- **Communications: Facebook, Twitter, Plasma Screen** - Parking and Transportation is now broadcasting via Facebook, Twitter and via a plasma screen in its lobby, giving customers more options to learn about Parking and Transportation programs and policies.

BARNES & NOBLE @ GEORGIA TECH

- **Spring Semester BuyBack** - The Bookstore gave Georgia Tech students more than \$323,000 in cash for books; more than 81 percent of this total was for retail books, meaning students received back half of what they originally paid for their textbooks. The Bookstore added four more satellite BuyBack locations so that students could easily access BuyBack sites.

- **Communications: Facebook, Twitter, Plasma Screen** - The Bookstore is now communicating to its customers via Facebook, Twitter and a plasma screen in its store with its fan base growing each semester.

- **Spring Campus Appreciation Sale** - The Bookstore gave 20 percent off most merchandise at its annual Spring Campus Appreciation Sale, May 2-8.



SOLAR-POWERED TRANSIT SIGN. Parking & Transportation installed six new LED (Light-emitting diode) signs on campus with one outside Health Services, a pilot program using solar power.

Facilities

REINVESTMENT AND USAGE

- **Student Center Theater** - New paint, carpet, ceiling tiles, theater seating and more energy efficient lighting completed the renovation in the Student Center Theater, giving it a fresh look.
- **Academy of Medicine** - The preliminary design began with planned construction beginning July 2010.
- **Waffle House** - Construction is scheduled to be completed by May 31 with soft opening set for June 9.
- **Commons Food Court** - Completed construction is scheduled for early summer semester with soft opening of Chick-fil-A, Subway and Taco Bell planned for June.
- **North Avenue Dining Hall** - Planning stage ended spring semester with construction beginning early summer semester. Planned opening is August 2011.
- **Brittain Dining Hall** - Countertop and shield replacement is scheduled for completion end of May.
- **Burge Residence Hall** - Final demolition (foundation) completed May 2010.
- **Smith Residence Hall courtyard** - New landscaping, including crosstie replacement, is in progress.
- **Freeman/Montag/Fitten** - Winter Construction and Palacio Estimating have all construction documents priced. Phase I construction begins summer semester; Phase II plans, Fitten/elevator, are ongoing.

HOUSING

- **Spring 2010 Occupancy** - Single student Housing opened with 96.0 percent occupancy.
- **Fall 2010 Housing Registration for Returning Students** - During spring registration, 4,776 returning students applied for Housing for Fall 2010 Semester, seven more than the number applied in 2009. Housing registration for returning students is ongoing.
- **Conference Services Spring Planning** - Conference Services secured commitments from 40-plus programs, including returning groups, Teach for America, Law Enforcement Explorers and new groups, U.S. Master Swim, Valley Ranch Baptist and 360 Sports.
- **ThinkBig Living-Learning Communities** - The ThinkBig Living-Learning Communities offered for Fall 2010 are: Humor and Innovation, International House (IHouse), LEGO Robotics Design and Outreach, Life in Art and Imagination, Techie-Trekie: New Frontiers in Space, Technology and Urban



SHAQUILLE AND LUCILLE O'NEAL BOOK SIGNING. More than 350 people (inset, above) came to the book signing by Shaquille and Lucille O'Neal, Tuesday, April 13. The duo was late to the event and some of the people left before it began; those who stayed, however, appeared to have fun getting autographed books and talking to the basketball legend and his mother.

Outdoor Adventures, Vision 2020: A New Tech Education, and Women, Science and Technology.

In the News . . . *continued from page 1*

- Five Auxiliary Services staff members received Employee of the Month awards during spring semester: **Tim Hogan**, Parking & Transportation (January), **Durwood Brooks**, BuzzCard (February), **Rose Daniel**, Parking & Transportation (March), **Tejinder Singh**, Housing (April), and **Dr. Jennifer Fortner**, Stamps Health Services (May).
- *Explore the Core Connections with Your Campus Card Program*, **James A. Pete**, director, Auxiliary Technical Services, and **Sally Hammock**, ACUI Annual Conference, March 1.
- **John Scuderi**, acting director, and **Dr. Maureen Olson**, medical director, Stamps Health Services, became members of the Regents Advisory Committee - Health
- *Enhancing the Immunization Intake Process*, **James A. Pete**, **Barbara Villa**, financial manager II, and **Pepe Bowman**, nursing supervisor, Stamps Health Services, Southern College Health Association Conference, March.
- **Barnes & Noble @ Georgia Tech** sold 234 Apple iPads between April 3 and June 3. B&N tweets (on Twitter) when a new shipment arrives and they immediately are sold.